

Dear FCC,

I am a small business owner – our company does approximately \$48 million in sales annually and we have 250 employees. It is a family business – my husband and I, along with my father have grown this company, which is based in Indiana, from a much smaller business into what it is today.

We invest much of our lives into business. Unfortunately, that leaves little time to be the full-time parents that we are. We struggle to find family time – the phones ring with pseudo-emergencies at the plants, and we must respond. Our children understand this – and I believe they understand the demands of a business.

That being said, let me take you back several years ago, to a time when Indiana did not have the Telephone Privacy Act. We received phone calls many times in a night – sometimes 4-6 times. When you only have a few precious hours with your children anyway, this is extremely annoying—even disruptive. Now, let me tell you who many of the calls were from – my own credit card company: Citibank.

Citibank would call and try to get me to apply for a credit card for airline miles, a credit card for college savings, a credit card for cash back, a credit card for this, and that. Each time in the beginning, I would explain that I already had a Citibank credit card, which we were able to use our “rebates” for purchasing a new vehicle. Each time, Citibank politely explained that was fine, but ‘wouldn’t you like another credit card,’ etc. I finally became angry with them and asked to be put on a “Do not call” list for Citibank. One-by-one I had to request to be removed from each individual type of credit card list within Citibank. Just because I was deleted from the Citibank Airline Miles list, did not mean that I would get deleted from the Citibank College Savings Credit Card list. And the fact that I was currently a Citibank member meant, as one associate explained, that even if they deleted me, I would appear again on their list because I was a current customer. I explained that I could easily solve that problem and become a “non-customer” if they so chose to continue to call me. I finally got the phone calls stopped.

I am so happy to not have phone calls all evening long from unwanted sources. I truly enjoy my family and my time alone with them. I cannot have it go back to the days when my privacy was so rudely invaded before. This is my home. I don’t believe that the banking industry, just because they already have an established relationship with me, will be any better at controlling themselves than was Citibank (I notice they are not on this list). Please do not allow them access to me and my home. I will seek them out when I need further services from them. I do not need them to introduce me to anything new via a phone call at home.

Please consider this letter in your decision.

Thank you.

Kindest regards,

Lori Van Meter